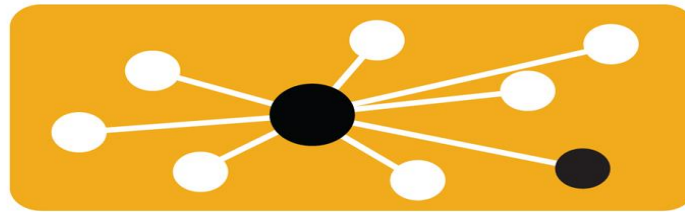
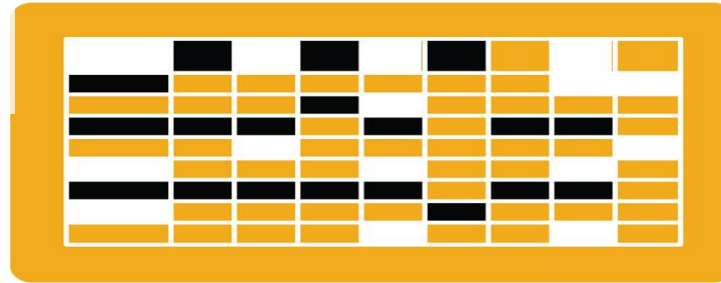


# Ariba® Network Service Order Guide



**SAP Ariba** 

**Get Started** 

# Using This Guide



The purpose of this guide is to help suppliers understand the business processes required by **SOUTH32**.

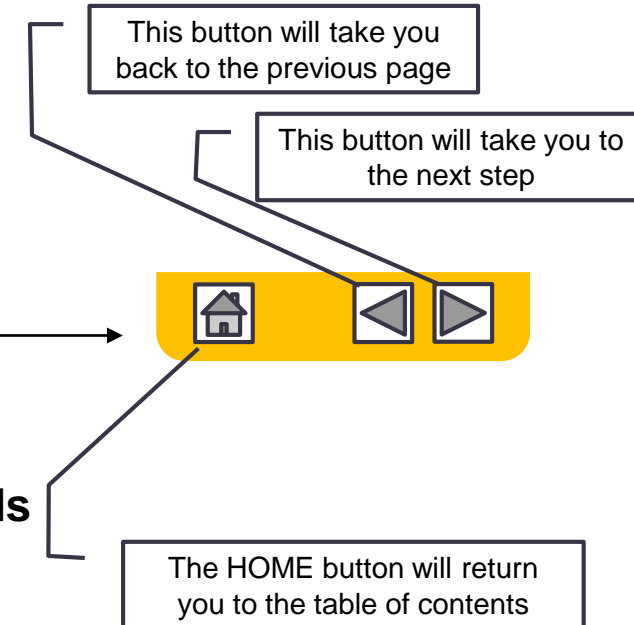
You may navigate this guide by:

Clicking the buttons in the toolbar

**Clicking the hyperlinks on the pages – Hyperlinks may be words or shapes within the graphics**

**Using the bookmark panel to the left**

If you need additional help, you will find a help button at the bottom of each page that will assist you in finding the appropriate support contact.





# Introduction

The purpose of this document is to provide the information suppliers need to effectively transact with South32 via the Ariba Network. This document provides step by step instructions, procedures and hints to facilitate a smooth flow of procurement between South32 and supplier.



# Table of Contents

Select by clicking on the links:

- [Process Workflow](#)
- [Service Order](#)
  - [Planned Service](#)
- [Order Confirmation](#)
  - [Confirm Entire Order](#)
  - [Update Line Items](#)
  - [Reject Entire Order](#)
- [Service Claims](#)
- [Method 1 – Ariba transmitted invoices](#)
  - [Invoice – Header Level](#)
  - [Invoice – Line Level Planned](#)
- [Method 2 - Hard copy invoices or RCTI \(ERS\) invoices](#)
  - [Invoice – Header Level](#)
  - [Invoice – Line Level](#)
- [Service Sheet Status](#)
- [Credit Memo](#)
- [Remittance](#)
- [Creating Reports](#)
- [SAP Ariba Training Survey](#)
- [Support](#)

**Resources Available:**

- [Administration Guide](#)
- [General Functionality Guide](#)
- [Search Filter Guide](#)
- [Quick Start Guide](#)
- [Quote Automation Guide](#)
- [Quick Reference Guide](#)
- Invoice Guide
- Material Order Guide

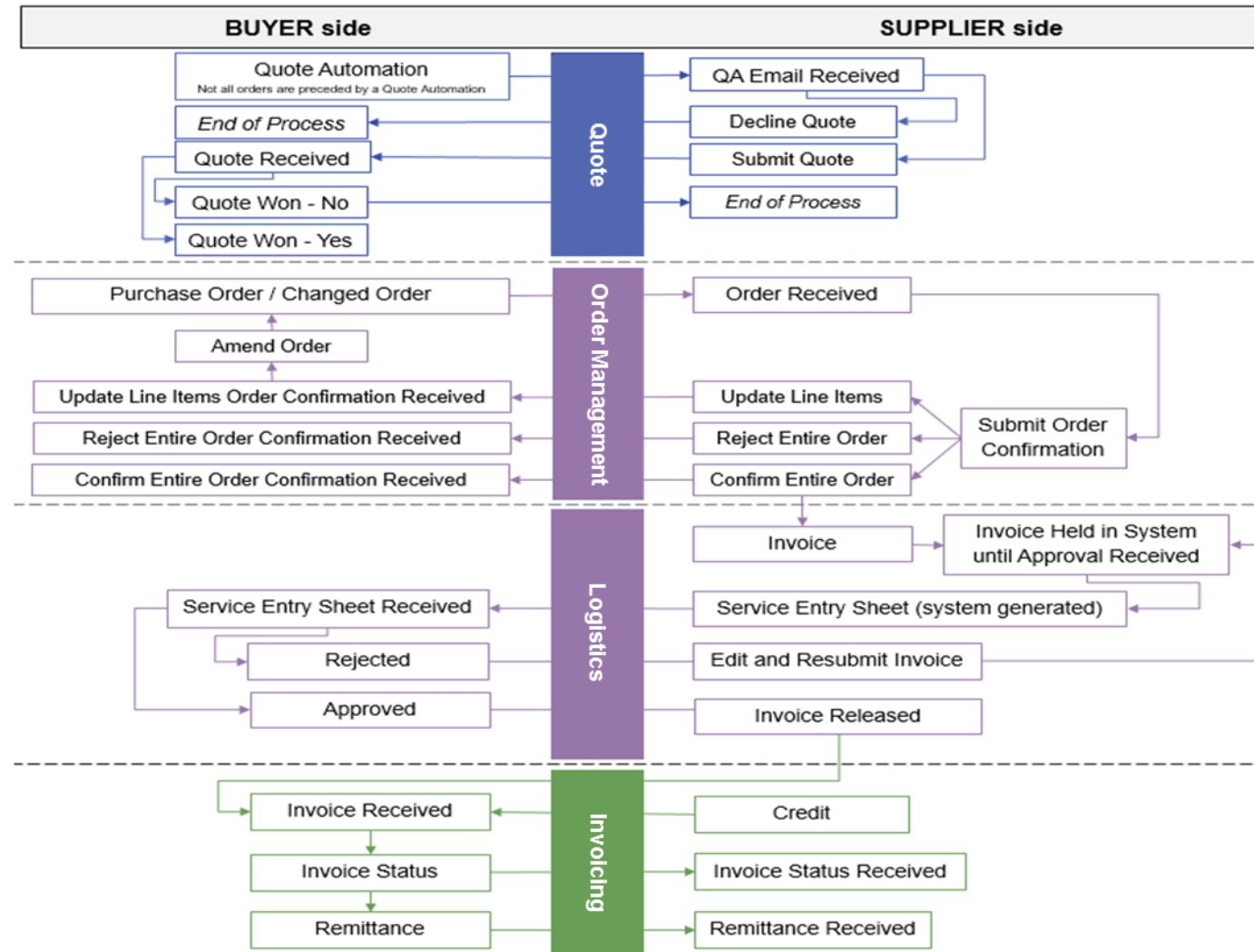
# Process Workflow



**Quote** – Covered in the Quote Automation Guide

**Order Management and Service** – Covered in the Service Order Guide

**Other Invoicing**– Covered in the Material Invoice Guide





# South32 Service Order Scenario

A service order is placed on the Ariba network for the supply of environmental testing and reporting to the Cannington Silver and Lead Mine, an Australian underground mine located in north-west Queensland, in the Shire of McKinlay. Cannington Mine is the largest and lowest cost silver and lead mine in the world.

## The Supplier is

- Supplier Number: **30234567**
- Supplier Name: **BERYLLIUM CONSTRUCTION AND MINING**
- Supplier Physical & Postal Address: **9 McShire Road, Perth; WA, 6849. Australia**
- Tel: **(+61 8) 6488 6000**
- Fax: **(+61 8) 6488 6111**
- Email: **tamt@stronts.com.au**
- Website: **[www.stronts.com.au](http://www.stronts.com.au)**
- S32 PO Number e.g. **4540889774**
- Payment Terms: **Within 30 days Due nett**

## S32 Contact Information

- Supplier Address: **PO Box 5874, Townsville QLD 4810**
- South32 Contact Name: **Timothy McTam, Vice President Operations, Corporate Affairs, Cannington Mine, Via McKinlay, McKinlay Queensland 4823.**
- South32 Email: **Cannington.info@south32.net**
- South32 Phone: **1800 025 3775**
- Order type: **Service PO**
- Ship to: **Cannington Executive Office**
- Ship to Location Code: **KH16**
- Bill to: **South32 Cannington P/L**
- Buyer ID: **KH00**





# South32 Service Order Scenario

- **SCOPE OF WORK:**

- Environmental Water Monitoring of Mercury, Copper and Lead levels in 18 predetermined measuring points in the McKinlay Shire where the Cannington mine site is located, the Cloncurry Shire which hosts our road to rail transfer and our ship loading facility in the City of Townsville.
- We have a legal requirement for trace level analysis compliance monitoring of heavy metals by a licensed laboratory which requires results for three target trace metal species, mercury, copper and lead (Hg, Cu, Pb) in compliance with the Environment Protection and Biodiversity Conservation (EPBC) Act (1999) and the Water Act (2007) and adhering to the reporting requirements of the Australian Government Department of the Environment and Energy.
- Presentation of results and formal report for signing to Timothy McTam, Vice President Operations Cannington mine. The formal report must adhere to the standards and prescribed format of the Australian Government Department of the Environment and Energy.

- **Parent Service Line Item:**

- Monitoring of Mercury, Copper and Lead levels

- **Child Service Line Item 1:**

- Presentation of formal report for signing to Timothy McTam.

- **Child Service Line Item 2:**

- Presentation of signed report to Australian Gov.Dept.

# Inbox – Received Orders



The **Orders and Releases** category displays a summary of all the purchase orders sent from buyers.

Ariba Collaborative Supply Chain

Test Mode

Company Settings S32 3308 Help Center

CSV Documents Create

HOME **INBOX** OUTBOX CATALOGS REPORTS UPLOAD/DOWNLOAD

Orders and Releases Extended Collaboration Time & Expense Sheets Early Payments Scheduled Payments Remittances More...

Orders and Releases

Orders and Releases Items to Confirm Items to Ship Return Items

The **Ver.** Is the version number of the order. 1 = the original order, 2 = changed order and so on

The columns can be sorted into alphabetical (A-Z or Z-A) or numerical (0-9 or 9-0) order by clicking on the column heading.

The **Amount Invoiced** is the total amount invoiced to date

Orders and Releases (500+)

Order Number	Ver	Customer	Ship To Address	Ordering Address	Amount	Date ↓	Order Status	Amount Invoiced	Actions
4540889778	1	South32 International Investment Holdings Pty Ltd - TEST	Middelburg Colliery Middelburg South Africa	BERYLLIUM CONSTRUCTION AND MINING RANDFONTEIN South Africa	R 60,000.00 ZAR	7 Nov 2017	New	R 0.00 ZAR	Actions
358	1	South32 International Investment Holdings Pty Ltd - TEST	Coal Khutala Mine District Ogieles South Africa	BERYLLIUM CONSTRUCTION AND MINING RANDFONTEIN South Africa	R 11,879.36 ZAR	7 Nov 2017	New	R 0.00 ZAR	Actions

The **Order Number** is the buyers Purchase Order Number

The **Order Status** is the current status of the order, e.g. New, Confirmed, Invoiced

The **Actions** dropdown allows document creation without opening the order





# Service Order

- The Order is the source document and all subsequent documents are created from the order
- The Order is a commercial document issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services the seller will provide to the buyer. Receiving an Order from your buyer constitutes an offer to buy products or services
- **Any field with an \* is a mandatory field and a value is required to be entered**
- All Service Invoices require an attachment of supporting documentation (e.g. signed time sheet, copy tax invoice, service report) attachments cannot exceed 10MB
- Can only be created from 'Confirmed' Service Order lines
- Multiple Invoices can be created against the same Order line up to the quantity/value available on that PO line
- Ariba keeps a track of outstanding order balances (Balance Tracking) for Service Orders
- Maximum of 200 lines (including the Parent Line)



Unplanned Service Orders will be managed via the 'Unplanned Service Order' guide

# Open the Purchase Order



1. Click **Inbox** tab on the Dashboard.
  - Screen displays: Orders and Releases
2. Click the **Order Number** to open the order.
  - Screen displays: Purchase Order

Ariba Collaborative Supply Chain Test Mode

HOME **INBOX** 1 CATALOGS REPORTS UPLOAD/DOWNLOAD

Company Settings S32 3306 Help Center

CSV Documents Create

Orders and Releases Extended Collaboration Time & Expense Sheets Early Payments Scheduled Payments Remittances More...

Orders and Releases

Orders and Releases Items to Confirm Items to Ship Return Items

Search Filters

Orders and Releases (500+) Page 1

Order Number	Ver	Customer	Ship To Address	Ordering Address	Amount	Date ↓	Order Status	Amount Invoiced	Actions
4540889778	2	South32 International Investment Holdings Pty Ltd - TEST	Middelburg Colliery Middelburg South Africa	BERYLLIUM CONSTRUCTION AND MINING RANDFONTEIN South Africa	R 60,000.00 ZAR	7 Nov 2017	New	R 0.00 ZAR	Actions

3 View the Purchase Order.

# View Service Order Details – Header Level




The Purchase Order Header displays the:

- 1) Purchase Order Number.
  - 2) **Order History.**
  - 3) Purchase Order **Status**  
(Status will change as the order is actioned. E.g. Once an invoice is created the Order Status will say Invoiced).
  - 4) **South32 Contact Information.**
  - 5) **Terms and Conditions.**
  - 6) **Ship To** details.
  - 7) **Bill To** details.
  - 8) **Deliver To** details.
- Scroll down to Line Items

Purchase Order: 4540889778 1

[Create Order Confirmation](#) [Create Order Sheet](#) [Create Invoice](#) [Hide](#) [Print](#) [Download PDF](#) [Export oXML](#) [Download CSV](#) [Resend](#)

**Order Detail** **Order History**

 2

**From:**  
South32 SA Coal Hldgs P/L  
30 Melrose Blvd  
Johannesburg  
GP2078 South Africa  
VAT Reg: 4850204556

**To:**  
BERYLLIUM CONSTRUCTION AND MINING  
9 McShine Road  
Perth WA 6849  
Australia  
Phone:  
Fax:  
Email: NoReplyAribaCS@ariba.com

**Purchase Order (New)** 3  
4540889778  
Amount: R50,000.00 ZAR  
Version: 1

**Payment Terms** ⓘ  
Payable immediately Due net

**Contact Information**  
Supplier Address  
BERYLLIUM CONSTRUCTION AND MINING  
14 BUSSING ROAD  
RANDFONTEIN  
1759 South Africa  
Phone: + ( ) 267588476

**Other Information**  
Buyer/VatID: 4850204556 5

**Incooterms Information**  
Incooterms Code: CDU ( Delivered Duty Unpaid )  
Incooterms Location: DELIVERED

**Order Type:** Service PO  
[South 32 Terms and Conditions](#)  
\*This purchase order is subject to the South32 Terms and Conditions which are available above\*

**Ship All Items To** 6  
Middelburg Colliery  
Middelburg  
1050 South Africa  
Ship To Code: KH16  
Location Code: KH16

**Bill To** 7  
South32 SA Coal Hldgs P/L  
30 Melrose Blvd  
Johannesburg  
GP2078 South Africa  
buyerID: KH00

**Deliver To** 8

Routing Status: Sent



# Planned Service Order

- South32 knows the details and value of the service carried out and will provide line details
- Contain one or more parent line/s and child line/s
- The child line values will correspond to the parent line total amount

# View Planned Service Details – Line Item Level



9) Click **Show Item Details** to see all line item details.

10) Click **Details** to see individual Line Level details.

11) Click **Done** to return to the Inbox.

## Reviewing a Purchase Order

Each Purchase Order that comes into the system should be reviewed to:

- Validate the information contained within the PO
- Ensure that the details of the order are correct

Pricing on PO should be the same as contract price or quote price

Line #	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Price	Subtotal
10			Service				30 Nov 2017 12:00:00 +02:00		R 60,000.00 ZAR
Description: Monitoring of Mercury, Copper and									
10.10						1.0 (EA)		R 50,000.00 ZAR	R 50,000.00 ZAR
Description: Present of formal report for signing									
10.20						1.0 (EA)		R 10,000.00 ZAR	R 10,000.00 ZAR
Description: Present of signed report to Aus.Gov.Dept									

Order submitted on: Tuesday 7 Nov 2017 5:16 PM GMT+02:00  
Received by Ariba Network on: Tuesday 7 Nov 2017 5:16 PM GMT+02:00  
This Purchase Order was sent by South32 International Investment Holdings Pty Ltd - TEST AND1025140670-T and delivered by Ariba Network.

Sub-total: R 60,000.00 ZAR  
Est. Total Tax: R 8,400.00 ZAR  
Est. Grand Total: R 68,400.00 ZAR

The '**Need By**' details are the date the materials or service is expected at the 'Ship To' address and is in the time zone of the buyer location.

Please DO NOT change this to match your time zone

⚠ Invoicing is not possible for one or more line items. Click on the line item's warning icon to find out why.

Line #	Change	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Subtotal	Tax
10				Service						
Invoicing not possible										
Service										
Invoicing not possible										

You can't create invoices for items that are flagged for evaluated receipt settlement (ERS).

For ERS Goods PO's: An orange triangle will appear next to the line number. This identifies the PO as an ERS order and no item invoicing is permitted. Hovering over the triangle displays the message in detail



# Order Confirmation

- When a new order is received into Ariba, you will be required to create an Order Confirmation
- **The Order Confirmation is Mandatory**
- The Confirmation Number (#) is your reference number, it can be any word number or combination of your choice. Max length is 20 characters
- There are 3 types of Order Confirmation; a Confirmation can be created to either confirm, update or reject the order:
  - 1) **Confirm Entire Order:** used to confirm all line item details of the order as is.
  - 2) **Update Line Item:** used to update details of the order prior to invoicing, e.g. price, date etc.  
Its important to confirm the change order before invoicing.
  - 1) **Reject Entire Order:** used to reject the order if it cannot be fulfilled
- Any field with an \* is a mandatory field and a value is required to be entered



The confirmed PO must be the quantity and value of the actual service that is rendered, the vendor might be required to re-confirm with a change request after the actual service is rendered to enable SES to be created.



# Create the Order Confirmation



1. Click **Inbox** tab on the Dashboard.
  - Screen displays: Orders and Releases
2. Located and click the **Order Number** to open the order.
  - Screen displays: Purchase Order
- 3 View the Purchase Order.
4. Click **Create Order Confirmation** and select option.
  - Drop down box displays available options:
    - **Confirm Entire Order**
    - **Update Line Items**
    - **Reject Entire Order**
  - Screen displays: Order Confirmation

HOME **INBOX** 1 LOGS REPORTS UPLOAD/DOWNLOAD CSV Documents Create

Orders and Releases Extended Collaboration Time & Expense Sheets Early Payments Scheduled Payments Remittances More...

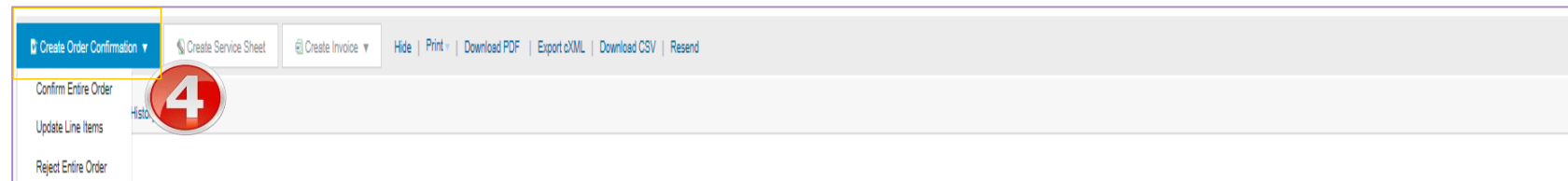
Orders and Releases

Orders and Releases Items to Confirm Items to Ship Return Items

Search Filters

Orders and Releases (500+) Page 1

Order Number	Ver	Customer	Ship To Address	Ordering Address	Amount	Date ↓	Order Status	Amount Invoiced	Actions
4540889778		South32 International Investment Holdings Pty Ltd - TEST	Middelburg Colliery Middelburg South Africa	BERYLLIUM CONSTRUCTION AND MINING RANDFONTEIN South Africa	R 60,000.00 ZAR	7 Nov 2017	New	R 0.00 ZAR	Actions



# Order Confirmation – Type 1 – Confirm Entire Order



➤ If you are confirming the entire order you are agreeing and excepting all details on the order.

5. Enter **Confirmation#**.

6. Click **Next**.

➤ Screen displays: Review Order Confirmation

7. **Review** Confirmation and click **Submit**.

➤ Screen returns - Purchase Order. Order Status has changed to Confirmed

Confirming PO

Confirm Entire Order  
Review Order Confirmation

Order Confirmation Header

Confirmation # 4506714

Associated Purchase Order # 454089778

Customer: South32 International Investment Holdings Pty Ltd - TEST

Supplier Reference:

SHIPPING AND TAX INFORMATION

Est. Completion Date: Est. Tax Cost:

Comments:

Attachments

Name	Size (bytes)	Content Type
No items		

Browse... Add Attachment

The total size of all attachments cannot exceed 10MB

Line Items

Line #	Part #	Customer Part #	Revision Level	Qty (Unit)	Need By	Unit Price	Subtotal	Tax
▼ 10					30 Nov 2017			
Description: Monitoring of Mercury, Copper and Lead								
Schedule Lines								
Current Order Status: Confirmed As Is								
10.10			1.0 (EA)			R 50,000.00 ZAR	R 50,000.00 ZAR	R 7,000.00 ZAR
Description: Present of formal report for signing								
Current Order Status: 1.0 Confirmed As Is								

10.20			1.0 (EA)			R 10,000.00 ZAR	R 10,000.00 ZAR	R 1,400.00 ZAR
Description: Present of signed report to Aus Geo Dept								
Current Order Status: 1.0 Confirmed As Is								

Exit Next



# Order Confirmation – Type 2 – Update Line Item



➤ Updating the line items means you are requesting changes on the order.

5. Enter a **Confirmation #**.
  6. Add **Attachment** (if necessary).
  7. Enter the corresponding quantity into the appropriate fields - **Confirm/ Reject**.
  8. Click **Details** to edit details and add comments.
- Screen displays: Line Item Details screen

Confirming PO

1 Update Item Status 2 Review Confirmation

5 Confirmation # 4560774

Associated Purchase Order # 456066778

Customer: South32 International Investment Holdings Pty Ltd - TEST

Supplier Reference:

SHIPPING AND TAX INFORMATION

Enter tax information at the line item level

Est. Completion Date: Est. Tax Cost:

Comments:

Attachments

Name	Size (bytes)	Content Type
No items		

Browse... Add Attachment 6

The total size of all attachments cannot exceed 10MB

Line Items

Line #	Part #	Customer Part #	Revision Level	Qty (LHD)	Need By	Unit Price	Subtotal	Tax
10					30 Nov 2017			
Description: Monitoring of Mercury, Copper and Lead I								
Schedule Lines								
Confirm Based on Schedule Lines								
Attachments:								
Name: Size (bytes): Content Type:								
No items								
Browse... Add Attachment								
The total size of all attachments cannot exceed 10MB								
10.10			1.0 (EA)			R 50,000.00 ZAR	R 50,000.00 ZAR	R 7,000.00 ZAR
Description: Present of formal report for signing								
Current Order Status								
1.0 Unconfirmed								
Confirm: 1 Reject:								
Attachments:								
Name: Size (bytes): Content Type:								
No items								

7 8 Details

# Order Confirmation – Type 2 – Update Line Item cont...



9. Enter updated information.

10. Click **Ok**.

➤ Screen returns – Order Confirmation

11. Click **Next**.

➤ Screen displays: Review Order Confirmation

12. Click **Submit**.

➤ Screen returns - Purchase Order. Order Status has changed to Partially Confirmed

New Order Status: 1 Confirmed

Est. Completion Date: 22 Nov 2017

**9** Unit Price: R 50,000.00 ZAR

Price Unit Quantity: 1

Unit Conversion: 1

Price Unit: EA

Supplier Part:

Auxiliary Part ID:

Manufacturer Part ID:

Manufacturer Name:

Comments: Service rendered earlier

Description: Present of formal report for signing

Pricing Description:

Subtotal: ① R 50,000.00 ZAR

**10**

OK Cancel



## Rejected:

Use to Reject a portion or a line of a multi-lined order. Enter a Rejection Reason and a Comment

## Confirmed:

Use for all other updates/changes required to the order:

- Unit Price change accordingly
- Add Comments

**11**

Exit Next

**12**

Previous Submit Exit

# Order Confirmation – Type 3 – Reject Entire Order



- If you are rejecting the entire order South32 will engage other suppliers to deliver the service.

5. Enter **Confirmation #**.
  6. Select a **Rejection Reason** from the drop down box.
  7. Enter **Comments** for the rejection. (Include detailed notes advising reason for rejection).
  8. Click **Reject Order**.
- Screen returns - Purchase Order. Order Status has changed to Rejected
  - Use the Reject if;
    - You can no longer fulfil the order
    - The order was not intended for your company

**REJECT ENTIRE ORDER**

Order Confirmation Number: **5**  
Confirmation #: #880774

**7** Rejection Reason: Not our Product Line

Comments: **6**

**8** Reject Order Cancel



Rejection should NOT be used for:

- Incorrect Delivery Dates
- Incorrect Price

Update Line Item is the correct process.



# Service Claims

- The Service Entry Sheet is the claim for the service work carried out
- Before a service claim can be done, it might be required that the vendor needs to re-confirm the PO requesting a change to the quantity or price of the actual service rendered wait for the change order and confirm.
- Once submitted to South32 the Service Sheet will be reviewed and either Approved or Rejected
- There are 2 methods to begin the payment process for Service Orders, 1. Create the invoice first or 2. Create the Service Sheet first
  - 1) **Method 1 (Ariba transmitted invoices)** – Supplier create the **Invoice** first; once the Supplier submits the invoice an auto generated service entry will be created and submitted to South32 for approval.
  - 2) This is a setting the supplier will now update but this should be done in consultation with South32 and the Vendors Accounts Department. Especially where the vendor performs repairs.
  - 3) **Method 2 (Hard copy invoices or RCTI (ERS) invoices)** - **Create the Service Sheet first; the Service Sheet will be submitted to the buyer for approval. If a Service Sheet is created before an Invoice, this process must be followed for the entire life of the order (any subsequent claims against the order).**

**NB. Only selected suppliers will be able to create manual Service Sheets in Ariba. If the Service Sheet button is greyed out (not active) in your Ariba Order you will only be able to use method 1 (Invoice first).**





# Method 1 – Ariba transmitted invoices

Once a service has been carried out the invoicing process can begin one of two ways.

**Please Note: Whichever option you use will need to be continued throughout the life of the order**

## Option 1 – Create an Invoice first

Step 1: Receive and confirm Service Order

Step 2: Provide service

Step 3: Create & Submit Service Invoice (the system will hold this, until the Service Entry is Approved)

Step 4: Service Entry Sheet is Approved

Step 5: Once approved, the Ariba Network will release the Invoice (Status of Pending Approval) & send to South32 to progress through the invoice reconciliation process.



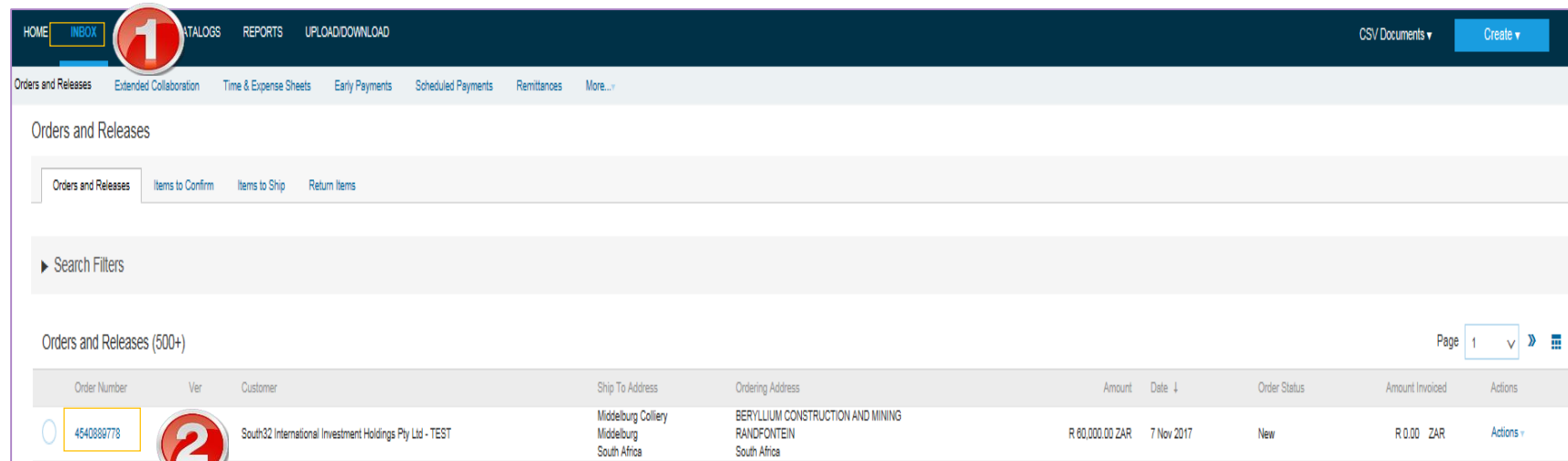
# Service Invoice

- A Service Invoice is a claim for the services carried out and is created and held in the system until approval is received from South32
- An Invoice requires an attachment of supporting documentation (e.g. signed time sheet, invoice, service report)
- Can only be created from 'Confirmed' Service Order lines
- Multiple invoices can be created against the same PO line up to the quantity/value available on that PO line
- Maximum of 200 lines (including the Parent Line) per Invoice

# Create the Invoice



1. Click **Inbox** tab on the Dashboard
  - Screen displays the list of Orders and Releases
2. Click the **Order Number** to open the order
  - Screen displays the Purchase Order
3. Click **Create Invoice &** select **Standard Invoice**
  - Screen displays the Select Item

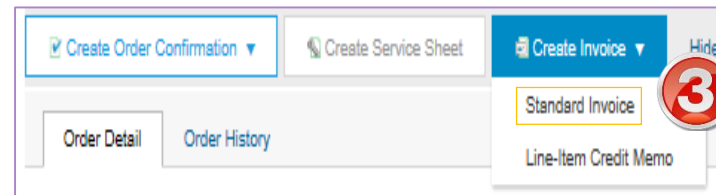


Orders and Releases

Search Filters

Orders and Releases (500+)

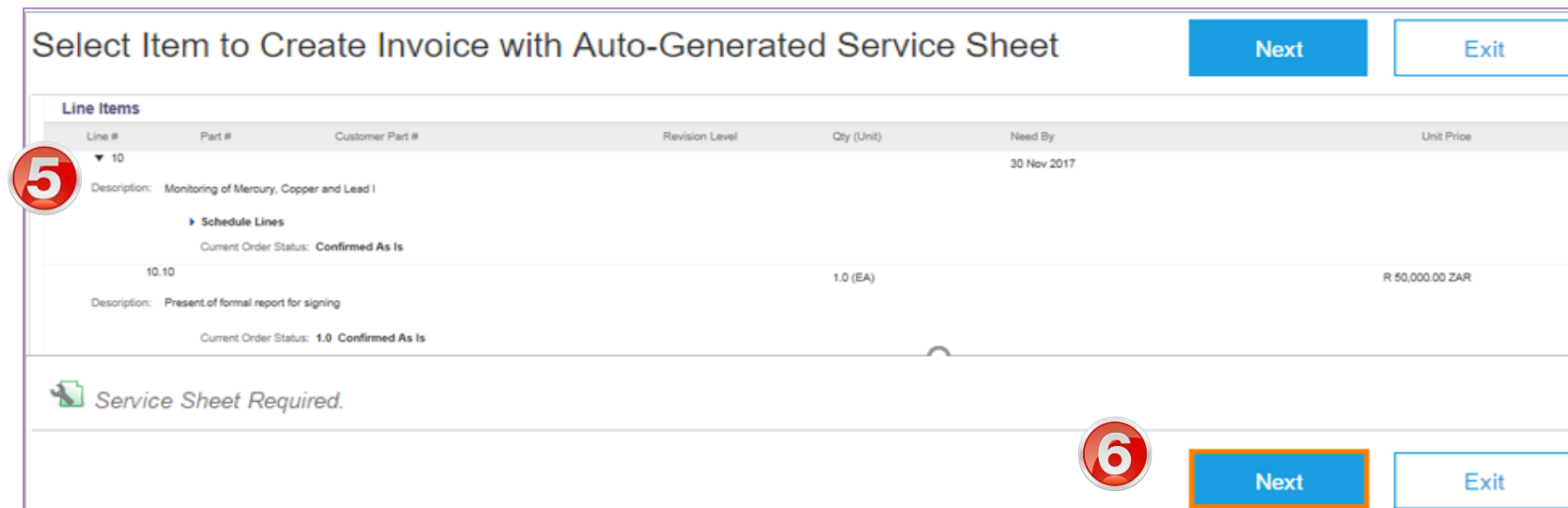
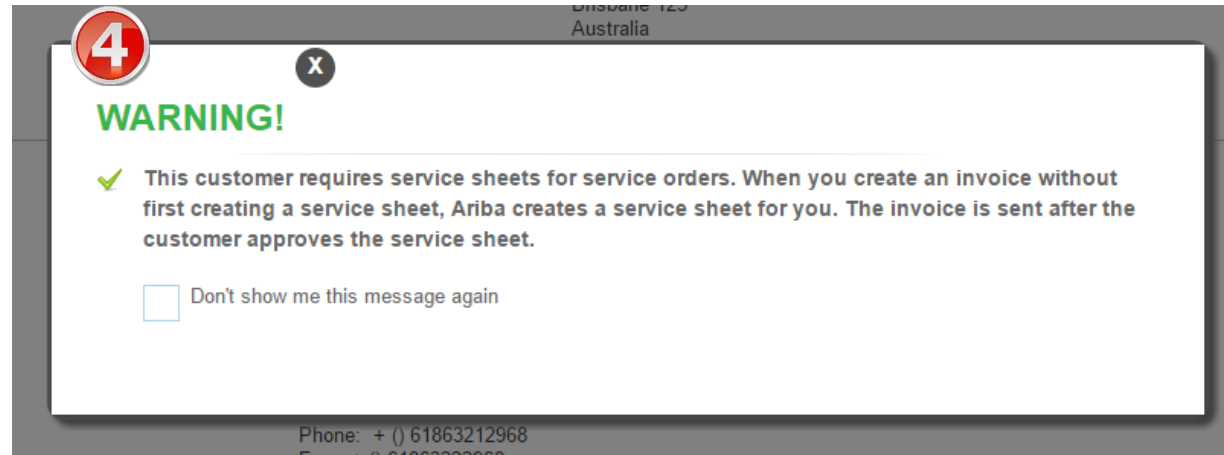
Order Number	Ver	Customer	Ship To Address	Ordering Address	Amount	Date ↓	Order Status	Amount Invoiced	Actions
4540889778		South32 International Investment Holdings Pty Ltd - TEST	Middelburg Colliery Middelburg South Africa	BERYLLIUM CONSTRUCTION AND MINING RANDFONTEIN South Africa	R 60,000.00 ZAR	7 Nov 2017	New	R 0.00 ZAR	Actions



# Invoice – Select Lines



4. The first time this option is selected a **WARNING! pop up** box will appear advising that once the Invoice is Approved by South32 it will flip into a SES. Tick the 'Don't show me this message again' box and close by clicking the X
  5. For multi-lined orders; select the parent line to be invoiced (reminder: only one parent line per claim)
  6. Click **Next** to take selected parent line and associated child lines into the invoice
- Screen displays: Create Invoice



# Invoice – Header Level



7. Enter your invoice number into the **Invoice#** field

8. Enter **Service Start** and **End Dates**

9. **Attachments** for Service Invoices are **Mandatory**.

➤ The attachment is one of the following:

- Signed job card
  - Signed time sheet
  - Signed proof that the service was rendered
  - A signed copy invoice
- See next page for instructions

➤ Error message if an Attachment is not added: This invoice auto-generates a service sheet. Your customer requires attachments for service sheets. You must upload at least one attachment before submitting this invoice

Create Invoice

Update Save Exit Next

Invoice Header \* Indicates required field [Add to Header](#)

**Summary**

Purchase Order: 4540889778

Invoice #:  **7**

Invoice Date:  **8**

Remit To: BERYLLIUM CONSTRUCTION AND MINING

Perth WA  
Australia

Bill To: South32 SA Coal Hldgs P/L

Johannesburg  
GPSouth Africa

Subtotal: R 90,000.00 ZAR

Total Tax: R 7,000.00 ZAR

Amount Due: R 97,000.00 ZAR

Service Start Date:  **8**

Service End Date:  **8**

[View/Edit Addresses](#)

**Shipping**

☒ Header level shipping ☐ Line level shipping

Deliver To: [View/Edit Addresses](#)

**Payment Term**

Discount or Penalty Term(days): 0 Percentage(%): 0.00

Payable immediately Due net

**Additional Fields**

Field Contractor:

Supplier: BERYLLIUM CONSTRUCTION AND MINING **9**

Perth WA  
Australia

Customer: South32 SA Coal Hldgs P/L

Johannesburg  
GPSouth Africa

Email:

[View/Edit Addresses](#)

**Supplier VAT**

Supplier VAT/Tax ID:

**Customer VAT**

Customer VAT/Tax ID:

[Add to Header](#)

# Invoice – Header Level cont.



**10** An attachment is required for all Service Order Invoices

11. Click on **Add to Header** and select **Attachment**.

- The Attachments section is displayed;
  - 1) Click on **Choose File**.
  - **Browse** your computer files.
  - Select and click on **Open**.
  - 2) Click on **Add Attachment**.

- Multiple files can be attached
- Max **10mb** in total

Note: Do NOT attach a duplicate copy of the invoice.

eld **Add to Header** ▼

- Shipping Documents
- Comment
- Attachment**

**11**

**1**

**Attachments**

The total size of all attachments cannot exceed 10MB

**Choose File** No file chosen **Add Attachment** **2** [Remove](#)

**Attachments**

The total size of all attachments cannot exceed 10MB [Remove](#)

**Choose File** No file chosen **Add Attachment**

Name	Size (bytes)	Content Type
<input type="checkbox"/> test.pptx	2775322	application/vnd.openxmlformats-officedocument.presentationml.presentation

[Delete](#)



# Invoice – Line Level – Planned Service



12. Update **Quantity** (if required).

13. Tax is added at Line Level

- 1) Select lines to add tax
- 2) Click **Line Item Actions**
- 3) Select **Tax**
- 4) Tax will default to 10% GST.

14. Click on **Next**.

- Screen displays: Create Invoice Summary

15. **Review Invoice & Submit**

- Screen returns to the Purchase Order the Order Status has changed to Partially/Invoiced

- Note: For multi-lined order; if there are lines of the order that are not required on invoice (partial invoice), select line item and click Delete. NB. This will only delete the line from the Invoice, it will not be deleted from the order.

The screenshot shows the 'Line Items' screen in SAP Ariba. It includes a table with columns: No., Include, Type, Part #, Description, Customer Part #, Quantity, Unit, Unit Price, and Subtotal. A line item is selected with 'Quantity' highlighted (callout 12). Below the table, the 'Tax' section is visible with 'Category: VAT' and 'Description: vat' (callout 13). A 'Line Item Actions' dropdown menu is open, showing options like 'Edit', 'Add', 'Retail Details', 'Tax', 'Informational Pricing', 'Pricing Details', 'Comments', and 'Attachment' (callout 3). The 'Tax' option is selected (callout 1). The 'Next' button is highlighted (callout 14). The 'Add' button in the dropdown is also highlighted (callout 2). The 'Update', 'Save', 'Exit', and 'Next' buttons are at the bottom right (callout 4).

This screenshot shows the bottom navigation bar with three buttons: 'Previous', 'Submit', and 'Exit'. The 'Submit' button is highlighted (callout 15).



# Method 2 – Hard copy invoices or RCTI (ERS) invoices

Once a service has been carried out the invoicing process can begin one of two ways.

**Please Note: Whichever option you use will need to be continued throughout the life of the order**

Option 1 – Create a Service Sheet first **(As soon as service is rendered supplier can submit a service entry on the Ariba Network)**

Step 1: Receive and Confirm Service Order

Step 2: Provide Service

Step 3: Create & Submit Service Sheet

Step 4: Approval Received from South32

Step 5: Locate PO and Create & Submit Invoice

# Create the Service Sheet



1. Click **Inbox** tab on the Dashboard.
  - Screen displays: Orders and Releases
2. Click the **Order Number** to open the order.
  - Screen displays: Purchase Order
3. Click **Create Service Sheet**.
4. For multi-lined orders; select the parent line to be invoiced (reminder: only one parent line per claim)
5. Click **Next** to take selected parent line and associated child lines into the invoice
  - Screen displays: Create Service Sheet

HOME **INBOX** 1 CATALOGS REPORTS CSV Documents Create

Orders and Releases Time & Expense Sheets Early Payments Scheduled Payments Remittances Inquiries Notifications More...

Orders and Releases

Orders and Releases Items to Ship

Search Filters

Orders and Releases (14)

Type	Order Number	Ver	Ship To Address	Amount	Date ↓	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	PO12351		Some Department of My Company , sydney, NSW , Australia	\$70,470.00 AUD	15 Aug 2016	New	Invoice	\$0.00 AUD	Original	Actions

Create Order Confirmation Create Service Sheet 3 Create Invoice

Order Detail Order History

Select Item to Create Service Sheet 5 Next

Line Items

Line #	Part ID / Description
10	PIMA Wireless bus expander extra
20	Power Cable
30	Power Supply

Service Sheet Required.

# Service Sheet – Header Level



6. Enter **Service Sheet #**.

7. Enter **Service Start** and **End Dates**

8. **Add Attachments**

➤ The attachment is one of the following:

- Signed job card
- Signed time sheet
- Signed proof that the service was rendered

1) **Click Choose File** to browse your computer files. Select and click on **Open**.

2) Click on **Add Attachment**.

- Multiple files can be attached
- Max **10mb** in total

Note: Do NOT attach a copy of the invoice

Create Service Sheet

Previous

Update

Save

Exit

Next

▼ Service Sheet Header

\* Indicates required field

Add to Header ▼

Summary

6

Purchase Order: 4540613699

7

Service Sheet #: 45851259

Subtotal: \$60.00 AUD

Service Start Date: 1 Oct 2017

Service End Date: 10 Oct 2017

Service Sheet Date: 11 Oct 2017

Additional Fields

Supplier Reference:

From: S32 AU PENTAIR ERS 001 - TEST

St. Georges Terrace

Perth 6000

Australia

To: GEMCO Pty Ltd

108 St Georges Tce

Perth WA 6000

Australia

Field Contractor:

Name:

\*Attachments

8

The total size of all attachments cannot exceed 10MB

1

Choose File

No file chosen

2

Add Attachment

Remove

Add Comments

# Service Sheet – Line Level



- 9. For partial services, update the **Quantity**.
- 10. To add items from a catalogue, click **Add**, select **Add Contract/Catalog Item**
- 11. Click **Next**.
- 12. Review Service Sheet details & click **Submit**.
- Screen returns - Purchase Order. Order Status has changed to Partially/Serviced

Service Entry Sheet Lines

Line #	Part # / Description	Contract #				
▼ 10	PIMA Wireless bus expander extra					
	<div><div>Include</div><div>Part # / Description</div><div>Type</div><div>Qty / Unit</div><div>Price</div><div>Subtotal</div></div>					
<input type="checkbox"/>	<div><div><input checked="" type="checkbox"/></div><div></div><div>Service</div><div>3</div><div>EA</div><div>\$20.00 AUD</div><div>\$60.00 AUD</div></div>					
	<div>Install alarm at SKS Ramp3</div>					
SERVICE PERIOD						
COMMENTS						
<div>Add Comments:</div> <div></div>						
<div><div>↳</div><div>Add Pricing Details</div></div>						
<div><div>Previous</div><div>Update</div><div>Save</div><div>Exit</div><div>Next</div></div>						

12

Previous

Submit

Exit



# Service Sheet Status

- Service Entry Sheets are system generated from the Invoice submitted
- The status of the Invoice will change as it progresses through South32 's approval process
- There are 6 Service Sheet Statuses:
  - **Sent** – You have sent the service sheet to South32
  - **Approved** – South32 has reviewed the service sheet and it has been approved.
  - **Invoiced** – You have invoiced South32 for the full amount of the document
  - **Partially Invoiced** – You invoiced South32 for only a part of the document amount.
  - **Rejected** – The invoice has been rejected, open the service sheet and review rejection reason. Edit and resubmit



# Service Sheet Status



To review submitted Service Sheets

1. Click **Outbox**.
2. Select **Service Sheets**.
3. Locate Service Sheet.

The Status of the Service Sheet:

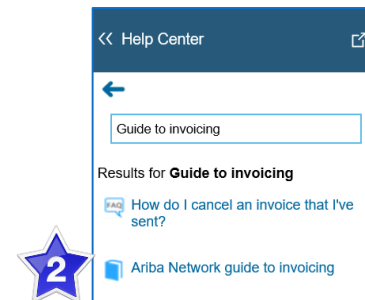
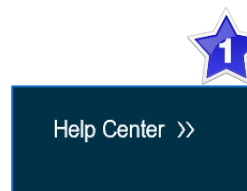
- **Sent:** sent to the buyer
- **Approved:** Invoice released
- **Invoiced:** Invoice received into South32 system
- **Rejected:** has been Rejected

4

Further information on invoice status management can be found in the 'Ariba Network guide to invoicing'

1. Expand the 'Help Centre'
2. Search for 'Guide to invoicing' and click on "Ariba Network guide to invoicing"

HOME	INBOX	OUTBOX	1 INVOICING	CATALOGS	REPORTS	FILE DOWNLOADS	CSV Documents ▾	Create ▾
Invoices	Order Confirmations	Ship Notices	Service Sheets	2 Extended Collaboration	Product Replenishment	Drafts		
Service Sheets								
▶ Search Filters								
Service Sheets (58)							Page 1 ▾	»
<input type="checkbox"/>	Service Sheet #	Customer	Related PO	Date	Amount	Routing Status	Status	
<input type="checkbox"/>	SDT2INV	South32 International Investment Holdings Pty Ltd - TEST	4540613087	20 Jun 2017	\$150.00 AUD	Acknowledged	Invoiced	
<input type="checkbox"/>	INV6685#1	South32 International Investment Holdings Pty Ltd - TEST	4540606685	16 Jun 2017	\$100.00 AUD	Acknowledged	Sent	
<input type="checkbox"/>	INVS1028RT	South32 International Investment Holdings Pty Ltd - TEST	4540606859	23 May 2017	\$221.90 AUD	Acknowledged	Rejected	
<input type="checkbox"/>	S1029RT3	South32 International Investment Holdings Pty Ltd - TEST	4540606869	22 May 2017	\$68.43 AUD	Acknowledged	Approved	
<input type="checkbox"/>	INVS1029RT2	South32 International Investment Holdings Pty Ltd - TEST	4540606869	22 May 2017	\$172.40 AUD	Acknowledged	Partially Invoiced	





# Credit Memo

- Credit Memos can be sent to South32 via the Ariba Network and do not need to be sent in the mail
- Please also note the following when creating Credit Memos:
  - Credits are supported against specific line items from a previously submitted invoice

**Note: No partial credits are allowed.**

# Begin the Credit Memo



1. Click the **Outbox** tab on the Dashboard.

➤ Screen displays: Invoices

2. Click on the **Invoice #**.

3. Click on **Create Line-Item Credit Memo**.

➤ Screen displays: Create Line-Item Credit Memo

HOME

INBOX

OUTBOX

1

GS

REPORTS

UPLOAD/DOWNLOAD

CSV Documents

Create

Invoices

Order Confirmations

Ship Notices

Service Sheets

Extended Collaboration

Product Replenishment

Drafts

Invoices

Search Filters

Invoices (100+)

Page 1

Type	Invoice #	Customer	Reference	Submit Method	Submitted By	Origin	Source Doc	Date	Amount	Routing Status	Invoice Status
Standard Invoice	INV14869	South32 International Investment Holdings Pty Ltd - TEST	4540614869	Online	Supplier	Supplier	Order	2 Oct 2017	\$73.61 AUD	Acknowledged	Approved

Invoice: INV14869

Create Line-Item Credit Memo 3 This Invoice Print Download PDF Export cXML

Detail Scheduled Payments History

Standard Invoice / Tax Invoice

Status  
Invoice: Approved  
Routing: Acknowledged  
Invoice #: INV14869  
Invoice Date: Monday 2 Oct 2017 12:42 AM GMT+00:00

# Credit Memo



## 4. Enter a Credit Memo #.

- All other information in the Summary, Tax, Shipping, Special Handling, Discount, and Additional Fields should default

## 5. Enter a Reason for Credit Memo

Create Line-Item Credit Memo

UpdateExitNext

▼ Invoice Header

Summary

4

Credit Memo #: \* 545887

Credit Memo Date: \* 5 Oct 2017

Original Invoice No: INV14869

Original Invoice Date: 2 Oct 2017

Remit To 1313 Mockingbird Lane

Melbourne VIC  
Australia

Bill To: GEMCO Pty Ltd  
Perth WA  
Australia

Subtotal: \$-1,053.60 AUD

Total Tax: \$-105.36 AUD

Amount Due: \$-1,158.96 AUD

Service End Date:

View/Edit Addresses

Shipping

☒ Header level shipping ⓘ☐ Line level shipping ⓘ

Deliver To:

View/Edit Addresses

Supplier: South32 Test Supplier 2

ABC  
Australia

Customer: South32 Cannington P/L

Perth WA  
Australia

Email:

Supplier VAT

Supplier VAT/Tax ID: \* 123VAT

Customer VAT

Customer VAT/Tax ID: \* 48 125 530 967

Comment

5

Reason for Credit Memo: \* Enter a reason for the credit

Default Credit Memo  
Comment Text:

Add to Header ▼

# Credit Memo cont.



6. Check **Quantity** (The Quantity must contain a negative number e.g. -1).
7. Click **Next**.
- Screen displays: Create Line-Item Credit Memo review
8. **Review** Credit Memo.
9. Click **Submit**.
- Screen returns – Invoice

Note: When you return to the Purchase Order the Order Status has changed to Partially Invoiced or the previous Order Status.

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Retail Details

☐ Tax Category:

☐ Discount

☐ Informational Pricing

Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
		SERVICE		Labour (Local) - Mar/17		-1.0	PCE	42,432.18 MZN	-42,432.18 MZN

Service Sheet Details

Service Sheet #: 49728

Service Line #: 0

Line Item Actions ▾

Delete

Update

Exit

Next

9

Previous

Submit

Exit



# Remittance

- The Remittance informs of when and how payment for an invoice is made
- The Remittance is an informational document only and does not require any action
- New Remittances can be viewed from the Inbox area under Remittances

# Remittance



1. From the **Inbox**.
2. Select **Remittances**.
  - Screen displays: Remittances
3. View the details by clicking on the **Transaction#** document link to display the Remittance Advice details
4. From the Remittance Advice page you can:

- **Print** a copy of the Remittance
- **Export** the Remittance to **cXML**
- **Download CSV** (see CSV Invoicing Guide for further instructions)

The screenshot displays the SAP Ariba Remittance interface. The top navigation bar includes links for HOME, INBOX (highlighted with a red circle 1), CATALOGS, REPORTS, and UPLOAD/DOWNLOAD. Below this, a secondary navigation bar shows various transaction types, with 'Remittances' (highlighted with a red circle 2) selected. The main content area is divided into two sections. The left section, titled 'Remittances', shows a list of 18 transactions. The first transaction, with ID '104515000143522017' (highlighted with a red circle 3), is selected. The right section, titled 'Remittance Advice: 104515000143522017 (Paid)' (highlighted with a red circle 4), displays the details of the selected transaction. This section includes a 'Detail' tab, a 'Payment Detail' section, and a 'Line Items (1)' table. The 'Payment Detail' section shows the payment method as 'Wire' and the reference number as '1500014352'. The 'Line Items (1)' table shows a single line item with a gross amount of \$46.90 AUD and a net amount paid of \$46.90 AUD. The 'Remittance Advice' section also shows the gross amount of \$46.90 AUD and the net amount paid of \$46.90 AUD. The interface includes various action buttons such as 'Print', 'Export cXML', 'Download CSV', and 'To Search Results'.

HOME INBOX 1 CATALOGS REPORTS UPLOAD/DOWNLOAD CSV Documents Create

Orders and Releases Extended Collaboration Time & Expense Sheets Early Payments Scheduled Payments Remittances 2

Remittances

Search Filters

Remittances (18)

Transaction # 3	Customer	Payment Date	Method	Reference Num
104515000143522017	South32 International Investment Holdings Pty Ltd - TEST	15 May 2017	Wire	1500014352

Remittance Advice: 104515000143522017 (Paid) To Search Results

Print Export cXML Download CSV 4

Detail History

From South32 International Investment Holdings Pty Ltd - TEST PAYER: SOUTH32 TREASURY LIMITED (Show Payer Details) To \$32 DAWSON'S ENGINEERING TEST (Show Payee Details)

REMITTANCE ADVICE 104515000143522017 (Paid) Gross Amount: \$46.90 AUD Withholding Tax: (\$0.00 AUD) Amount Paid: \$46.90 AUD Estimated Settlement on 15 May 2017

Payment Detail

Payment Method: Wire Reference Number: 1500014352 ① Routing Status: Sent Transaction Date: 16 May 2017 Related Payment: 104515000143522017 ① Identified Differences: None

ADDITIONAL INFORMATION

Line Items (1)

Line #	Payable Reference	Gross Amount	Discount	Withholding Tax	Adjustment	Net Amount Paid	Scheduled Payment
1	Invoice: INVS102dd (Show Details)	\$46.90 AUD	\$0.00 AUD			\$46.90 AUD	U83040000718092017001

ADDITIONAL INFORMATION

originalInvoiceNo: INVS102DD buyerInvoiceID: 4000071809 fiscalYear: 2017 CompanyCode: U830

Gross Amount: \$46.90 AUD Withholding Tax: (\$0.00 AUD) Adjustment: (\$0.00 AUD) Amount Paid: \$46.90 AUD

Received by Ariba Network on: Tuesday 16 May 2017 8:37 PM GMT+10:00 For more information about Ariba and Ariba Network, visit http://www.ariba.com.

Print Export cXML Download CSV To Search Results





# Creating reports

# Creating Reports



1. Click on the **Reports Tab**.
  2. Click **Create**.
  3. Enter Title of Report.
  4. Select Report Type.
- Click **Next**.
  - Select Parameters (each report has different parameters).
  - Click **Submit**.
  - Download the Report:
  - Select **Report**
  - Click **Download**

HOME INBOX OUTBOX CATALOGS **REPORTS**

### Reports

Use CSV reports to track information on account usage, such as purchase orders and invoices. Report files are UTF-8 encoded. If your application does

#### Report Templates

Title ↑	Schedule Type	Report Type	Status	Next Run
---------	---------------	-------------	--------	----------

Run Download Edit Copy Delete **Create** Refresh Status

Reports

Use CSV reports to track information on account usage, such as purchase orders and invoices. Report files are UTF-8 encoded. If your application does not read UTF-8 - [More](#)

#### Report Templates

Title ↑	Schedule Type	Report Type	Status	Last Run	Next Run	Created	Created By	Report Size
<input checked="" type="radio"/> Invoice 1	Manual	Invoice	Processed	26 Nov 2014	26 Nov 2014	Kylie Preisig-Toro	959 B	
<input type="radio"/> report 1	Manual	Order Summary	Processed	9 Dec 2014	9 Dec 2014	Kylie Preisig-Toro	259 B	

Run **Download** Edit Copy Delete Create Refresh Status

### Report

Enter a title and description for this report. Check the Time Zone and Language settings. [More](#)

1 Report Description

2 Criteria

3 Title: \*

Description:

Time zone: Pacific/Yap

Language: English

4 Report Type: \*

Select

- Select
- Failed Invoice
- Failed Order
- Invoice
- Order Summary
- Payment Transactions
- Order
- Remittance Advice Details
- Tax Book
- Time Sheet

Next Exit

# Creating Reports cont.



- 1. Select the **date range**
- 2. **Submit**
- 3. You need to select the Report and export to cXML

Report

Previous

Submit

1 Report Description

2 Criteria

Set the parameters for this report. To save your changes and put the report into the queue to be run, click Submit. To exit without saving changes or running this report, click Exit.

Customer: All Customers

Select

Invoice Number:

Invoice Amount:

to

Routing Status: Any

Invoice Status: Any

Invoice Date: 14 Apr 2017 To 14 May 2017

Max Results Returned: 100

Previous

Submit

Reports

Use CSV reports to track information on account usage, such as purchase orders and invoices. Report files are UTF-8 encoded. If your application does not read UTF-8, it might not display all Asian and accent

Report Templates

Title ↑	Schedule Type	Report Type	Status	Last Run
<input type="radio"/> Failed invoices	Manual	Failed Invoice	Processed	24 Apr 2017
<input type="radio"/> Failed orders	Manual	Failed Order	Processed	24 Apr 2017
<input type="radio"/> Number of PO's	Manual	Order	Processed	26 Jan 2017
<input checked="" type="radio"/> PO	Manual	Invoice	Queued	
<input type="radio"/> invoices	Manual	Failed Invoice	Processed	20 Mar 2017
<input type="radio"/> invoices by po	Manual	Order Summary	Processed	21 Mar 2017
<input type="radio"/> invoices po	Manual	Invoice	Processed	20 Mar 2017

Run

Download

Edit

Copy

Delete

Create

Refresh Status



# Report pulled into CSV



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Invoice #	Created Date	Is CSC	Submitted	Customer	Customer_	Invoice Sta	Invoice Sta	Origin	Source Doc	Submission	History			
2	INV1028SIT	6 Jul 2017 5:39	Yes	Michelle D	South32 Int	AN010251	6 Jul 2017	Rejected	Supplier	Order	Online	INV-38: The invoice was successfully received.			
3	Description:TESTS SAYS TO REJECT SIT2A"														
4	INVS1029A	4 Jul 2017 9:06	Yes	Michelle D	South32 Int	AN010251	4 Jul 2017	Rejected	Supplier		Online	INV-38: The invoice was successfully received.			
5	INVS1028S	4 Jul 2017 3:45	Yes	Michelle D	South32 Int	AN010251	4 Jul 2017	Rejected	Supplier	Order	Online	INV-38: The invoice was successfully received.			
6	Description:REJECT AS PER TEST SCRIPT"														
7	RESUBINV	3 Jul 2017 6:27	Yes	Michelle D	South32 Int	AN010251	3 Jul 2017	Rejected	Supplier	Order	Online	INV-38: The invoice was successfully received.			
8	Description:TEST RESUBMIT"														
9	INVS1022S	3 Jul 2017 6:22	Yes	Michelle D	South32 Int	AN010251	3 Jul 2017	Rejected	Supplier		Online	INV-82: Invoice was modified. Original document a			
0	INVS1022S	3 Jul 2017 5:14	Yes	Michelle D	South32 Int	AN010251	3 Jul 2017	Rejected	Supplier	Order	Online	INV-38: The invoice was successfully received.			
1	Description:AS PER TEST SCRIPT"														
2															
3	Report generated on 9 Oct 2017 4:41:29 PM GMT+08:00														
4															



# SAP Ariba Training Survey

Please take a moment to complete our quick survey as we value your opinion and honest feedback.

The survey will take approximately five minutes and is anonymous.

[\*\*Click Here to Take Survey\*\*](#)

© 2017 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See <http://global.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Rectangular Snip